

Process for Medical Home Changes for Healthy Way LA (HWLA) Patients

This Provider Bulletin is intended to provide Community Partner (CP) clinics with more detailed information about how patients can change their medical home assignment, if requested or desired, between now and the end of the HWLA program on December 31, 2013.

Medical Home Changes

Due to the timing of HWLA patient file transfers between the County, State and Health Plans, HWLA Member Services are no longer able to accept medical home changes for HWLA patients after October 15, 2013. Any patient who wishes to change their medical home may do so using the Medi-Cal Plan Choice and Enrollment Form which will be mailed to them by the State in November. This will ensure their medical home selection will be effective on January 1, 2014.

CP Clinics will continue to receive reimbursement between now and the end of the year for all eligible HWLA patients, regardless of their medical home assignment. This means that you will be paid for a visit even if the patient is assigned in YBN or on the HWLA Enrollment Report as belonging to a different clinic.

The HWLA Member Services Unit, Program Advocates and Operations Unit is receiving numerous calls from patients and clinics saying that patients are being turned away by clinics due to incorrect or changed medical home status. This bulletin is intended to urge all clinics to not turn away patients, and to reiterate current policy that CP clinics will be paid for these visits regardless of the medical home assignment.

Background: Due to the historic changes with national health reform starting on January 1, 2014, the HWLA Matched Program will end on December 31, 2013. All HWLA members who are enrolled as of December 31, 2013 will automatically move into Medi-Cal Managed Care on January 1, 2014. This change is part of a new federal law signed by President Barack Obama on March 23, 2010 called the Patient Protection & Affordable Care Act of 2010 (ACA). The Medi-Cal Managed Care health plans for LA County are L.A. Care and Health Net, and all HWLA patients will be assigned to one of these health plans in 2014. Patients can automatically stay with their clinic if they wish; however, if they want to make a medical home change, they may do so by filling out the Medi-Cal Plan Choice and Enrollment Form that they will receive from the State in November. For more information, go to the HWLA website at <http://dhs.lacounty.gov/HWLA>

Please note: You can find a copy of this provider bulletin and all HWLA Provider Bulletins on the website at: dhs.lacounty.gov/HWLA under the section "For Providers and Staff." **Username:** hwlappp and **Password:** Lacounty1. Click "HWLA Updates" and then "Provider Bulletins."